

STATE OF CALIFORNIA  
CALIFORNIA DEPARTMENT OF AGING  
**DUTY STATEMENT**  
CDA 9003 (REV 04/2021)



See CDA 9003-I for Instructions	
<b>1. INCUMBENT</b>	<b>2. EFFECTIVE DATE (MM/DD/YYYY)</b>
<b>3. DIVISION</b> Division of Home and Community Living	<b>4. UNIT NAME</b> Person-Centered Navigation (PCN) Branch
<b>5. CLASSIFICATION</b> Staff Services Manager III	<b>6. POSITION NUMBER</b> 797-730-4802-950

**7. SUPERVISOR'S STATEMENT:** *I CERTIFY THAT THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION.*

<b>SUPERVISOR'S NAME (Print)</b>	<b>SUPERVISOR'S SIGNATURE</b>	<b>DATE</b>
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**8. EMPLOYEE'S STATEMENT:** *I HAVE READ THIS DUTY STATEMENT AND AGREE THAT IT ACCURATELY REPRESENTS THE DUTIES I AM ASSIGNED.*

<b>EMPLOYEE'S NAME (Print)</b>	<b>EMPLOYEE'S SIGNATURE</b>	<b>DATE</b>
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**You are a valued member of the department's team. All CDA employees are expected to work cooperatively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.**

<p><b>9. DESCRIPTION</b></p> <p>Under the general direction of the Deputy Director, Division of Home and Community Living (DHCL), the Person-Centered Navigation (PCN) Branch Chief, Staff Services Manager III, is responsible for strategic planning, organization and planning of the work of the Department's leadership in the navigation of aging and disability resources in the community for all individuals and their caregivers – a foundational element in California's Master Plan for Aging (MPA). The Branch Chief has lead responsibility for setting policy and developing strategies for California's No Wrong Door (NWD) system for older adults, the statewide Aging and Disability Resource Connections (ADRC) program, and the state's Health Insurance Counseling and Advocacy Programs (HICAP) program. Duties of this position include:</p> <p><b><u>ESSENTIAL FUNCTIONS:</u></b></p> <p><b><u>35% Program Leadership</u></b> Responsible for leading program and policy development that advances California's NWD system; the establishment and continued development of a statewide ADRC program; and the statewide HICAP program.</p>
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The Branch Chief would work collaboratively with the CDA Executive Team, program stakeholders and other state agencies to define California's NWD system and provide leadership to develop a person-centered system of providing information for and referrals to programs that serve all ADRC consumers – older adults, individuals with disabilities, and caregivers in navigating the array of home and community resources to maximize independence and choice to live in the community. In collaboration with ADRC and other aging, disability, and veterans' services stakeholders, the Branch Chief would lead the development of a statewide ADRC program that would include establishment and advancement of program standards and expectations, consistent training of ADRC staff across the state, equitable program funding, and promotion of best and promising program practices to the ADRC network that puts in practice the NWD framework of governance, consumer outreach and coordination, person-centered counseling, and streamlining eligibility for public programs.

In collaboration with HICAP providers and other program stakeholders, the Branch Chief would lead efforts to modernize and improve the HICAP program, enhance sustainable program operations, promote best and promising program practices, and provide direction for consistent training of HICAP staff and volunteers across the state.

The Branch Chief would also be responsible for overseeing the analysis of federal or state legislation that would impact the NWD, ADRC, or HICAP programs and develop appropriate legislation and budget proposals and regulations in advancing these programs.

The Branch Chief will ensure that equity is integrated in all NWD, ADRC, and HICAP policies and procedures to ensure that the needs of diverse and underserved populations are addressed.

### **30% Stakeholder Engagement**

Engages stakeholders representing NWD system partners, ADRCs, and HICAP providers to advance person-centered principles in navigating supports and services in the community by raising awareness of changing program statutes, policies, and regulations; improving programs, policies, and practices; and sharing program research and best and promising practices to better serve older adults, people with disabilities, and caregivers.

Stakeholders include members of the ADRCs, Area Agencies on Aging (AAA), Independent Living Centers (ILCs), HICAPs, the ADRC Advisory Committee, California Health Advocates (CHA), the California Association for Area Agencies on Aging (C4A) and state and federal entities including the California Health and Human Services Agency (CalHHS), the federal Administration for Community Living (ACL) and the Centers for Medicare & Medicaid Services (CMS), the California Department of Health Care Services (DHCS), the California Department of Rehabilitation (DOR), the California Department of Social Services (CDSS), the California Department of Developmental Services (DDS), the Department of Veterans Affairs (DVA), the California Department of Housing and Community Development (HCD), the California Commission on Aging (CCOA), the California Foundation for Independent Living Centers (CFILC), the State Council on Developmental Disabilities (SCDD), the State Independent Living Council (SILC).

The Branch Chief works closely with other DHCL managers and managers in CDA's Division of Policy, Research and Equity (DPRE), CDA's Chief Counsel, CDA's Chief Equity Officer, and

members of CDA's Executive Team to develop policies and strategies for the NWD, ADRC, and HICAP programs. The Branch Chief participates in state workgroups and councils as needed including but not limited to: the Long-Term Care Insurance Task Force; Implementing the Master Plan for Aging Together (IMPACT), the Disability and Aging Community Living Advisory Council (DACLAC), the California Aging and Disability Research Partnership (CADRP); the Equity in Aging Advisory Committee (EAAC); the Elder and Disability Justice Coordinating Council (EDJCC); and the Alzheimer's Disease and Related Disorders Advisory Committee.

**15% Department Representation**

Represents CDA in state and national stakeholder forums as the department's lead for California's NWD system for older adults, the ADRC program, and HICAP program; to inform stakeholders on current and emerging activities in California's programs; learn best and promising program practices across California and nationally; participate in forums and collaboratives that discuss current program research and developments and emerging program issues and policies; and obtain feedback from stakeholders on issues impacting older adults, people with disabilities, and caregivers that should be addressed in the NWD, ADRC, and HICAP programs. Attends related national and state program conferences and trainings.

**15% Management and Other Duties**

Direct administrative activities within the Branch. Responsible for the management, personnel, fiscal, planning and program leadership. Serves as a subject matter expert to the CDA DHCL Deputy Director, the CDA Executive Team, and department managers. Leads division projects and miscellaneous assignments at the request of the DHCL Deputy Director.

**MARGINAL FUNCTIONS:**

**5% Miscellaneous Duties**

Perform other job-related duties, special assignments, and projects as required to fulfill the mission, goals, and objectives of the MPA in coordination and collaboration with the CDA Division of Policy, Research, and Equity (DPRE).